

Frequently Asked Questions and Answers About Cross Connection and Backflow Prevention

I received a cross-connection survey for my home or business. What is this about?

We conduct periodic surveys of customers' use of water to identify and eliminate possible sources of cross-connections to help ensure the safety of the public water supply. The information collected through the surveys helps to identify where backflow prevention devices may be needed, as well as providing information on existing devices that may not have been previously submitted to the Water Department.

If I cannot get my device tested in time to meet the required deadline what should I do?

Please call our Cross-Connection Department at 408-730-7387 to discuss possible extensions and/or resolution.

Who pays for the testing and how much does it cost?

It is the responsibility of the property owner and /or the ratepayer to pay for any testing and/or required repairs to the backflow device. Cost will vary with existing device location conditions and type of device. Please review pricing requirements with the selected test company/tester before having the test performed.

How often do I have to have my backflow device tested?

Backflow devices are required to be tested upon installation and at annual intervals thereafter.

I have an in ground lawn sprinkler system at my residence. Am I required to have a backflow device and have it tested?

In ground sprinkler systems are required to have a backflow prevention device installed on the water line servicing the system. The backflow device must also be tested annually in accordance with the state testing requirements.

Contact information

Sunnyvale Water Division
Cross-Connection Control Program
221 Commercial Street
P.O. Box 3707
Sunnyvale, CA 94080-3707
(669) 600-7322 Office
backflow@sunnyvale.ca.gov